

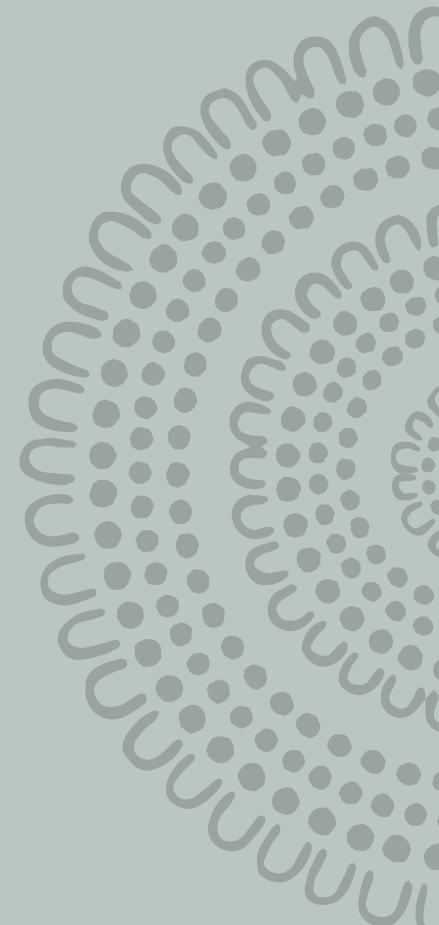


Focus area:

# Housing

## QUALITY LIFE OUTCOME:

Aboriginal and Torres Strait Islander peoples have equitable access to affordable, secure and appropriate housing suitable to their needs.



### 36. Priority Action: Co-develop an Aboriginal and Torres Strait Islander outcomes framework under the National Agreement on Social Housing and Homelessness (NASHH) with representatives from the ACT Aboriginal and Torres Strait Islander community.

FIELD	DETAILS
1. Priority action title	Co-develop an Aboriginal and Torres Strait Islander outcomes framework under the National Agreement on Social Housing and Homelessness (NASHH) with representatives from the ACT Aboriginal and Torres Strait Islander community.
2. Detailed action description	<p>To develop an outcomes framework under NASHH item 32 for the ACT focused on social housing and homelessness outcomes for Aboriginal and Torres Strait Islander people. This outcomes framework will measure outcomes on local Aboriginal and Torres Strait Islander community-determined priorities and success criteria.</p> <p>The NASHH recognises that progress on addressing the disproportionate housing inequality that affects Aboriginal and Torres Strait Islander people must be achieved through alignment with the Priority Reforms committed to in the National Agreement on Closing the Gap. The outcomes framework will include measures related to Closing the Gap target 9a. Whilst there is a live national conversation about including measures relating to target 11, this has not been resolved and will not be included at this time but will be subject to future consideration.</p>
3. Accountable Directorate(s) and stakeholders	<p><b>Lead Directorate:</b> Health and Community Services Directorate  <b>Supporting Directorates:</b> Health and Community Services Directorate</p> <p><b>Key Responsibilities:</b> HCSD: work with housing ACCOs to identify key measures for inclusion. Provide advice on what data is currently available and could be included, and on data that would require further work to enable reporting.</p> <p>Following endorsement of the outcome's framework, responsibility for reporting will pass to areas with custodianship of relevant data. This outcomes framework will need to be added to a framework that informs other priority actions and reporting items under the Housing focus area.</p>
4. Inter-Directorate integration strategy	<p>The proposed outcome framework includes measures from HCSD only and does not require input from other directorates. Should input from other directorates be required, an inter-directorate working plan would be established to guide the process.</p> <p>The NASHH is very narrow in its scope and funding and does not relate to the whole housing system. As noted above, if the outcomes framework evolves over time to require input from across government, the necessary coordination mechanisms will be established.</p>
5. Key deliverables and outcomes	<ol style="list-style-type: none"> <li><b>By end Q1 2026:</b> The ACT Aboriginal and Torres Strait Islander Outcomes Framework under NASHH is endorsed by ATSIEB and Cabinet.</li> <li><b>By end Q4 2026:</b> Reporting against Stage 1 of the Outcomes Framework commences.</li> </ol>
6. Alignment to the ACT Agreement	<p><b>Focus Area:</b> Housing: Establish a comprehensive Aboriginal and Torres Strait Islander housing data baseline (set data inclusions for social housing components of data)</p> <p><b>Focus Area:</b> Community Leadership: Aboriginal and Torres Strait Islander peoples have a strong voice, are decision makers on issues that impact them and lead in the achievement of positive life outcomes.</p>
7. Alignment to the National Agreement on Closing the Gap	<p><b>Priority Reform One:</b> Formal Partnerships and Shared Decision Making. <b>Priority Reform Two:</b> Building the Community-Controlled Sector, <b>Priority Reform Three:</b> Transforming Government Organisations, <b>Priority Reform Four:</b> Shared Access to Data and Information at a Regional Level.</p> <p><b>Target 9a:</b> By 2031, the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent. <b>Target 9b:</b> By 2031, all Aboriginal and Torres Strait Islander households: in or near to a town receive essential services that meet or exceed the same standard as applies generally within the town.</p>
8. Rationale for systemic impact and proportionality	This action measures outcomes identified as priority by the ACT Aboriginal and Torres Strait Islander Community and supports measurable change in social housing circumstances with lasting impacts on other components of life and wellbeing.



FIELD	DETAILS
9. Evidence of change	The Outcomes Framework will create a dedicated avenue for reporting annually on performance against Aboriginal and Torres Strait Islander social housing and homelessness outcomes, creating a data resource that tracks impacts of social housing and homelessness programs over time.

### 37. Priority Action: Support new and existing National Regulatory System for Community Housing (NRSCH) registered Aboriginal Community-Controlled Housing Providers

FIELD	DETAILS
1. Priority action title	Support new and existing National Regulatory System for Community Housing (NRSCH) registered Aboriginal Community-Controlled Housing Providers
2. Detailed action description	Provide additional transitional housing to NRSCH registered Aboriginal Community-Controlled Housing providers under the Housing Asset Assistance Program.
3. Accountable Directorate(s) and stakeholders	<b>Lead Directorate:</b> Health and Community Services Directorate – allocation of assets, relationship management to support Aboriginal Community Controlled Housing providers as they implement programs to provide culturally-safe tenancy management in secure quality transitional housing. <b>Supporting Directorates:</b> Chief Minister, Treasury and Economic Development, Coordinator General for Housing and iCBR.
4. Inter-Directorate integration strategy	Utilise existing cross-directorate communication and working groups. Directorates to be engaged include Chief Minister, Treasury and Economic Development, Co-Ordinator General for Housing and iCBR
5. Key deliverables and outcomes	<ol style="list-style-type: none"> <li><b>By end of Q4 2025/26:</b> explore opportunities in the market for new ACCO CHPs.</li> <li><b>By Q4 2025/26:</b> 5 additional properties to be provided to NRSCH registered ACCO CHPs who will provide culturally-safe tenancy support and property management.</li> <li>Opportunities for new properties will be considered from properties already under construction and will be considered at the time of allocation.</li> </ol>
6. Alignment to the ACT Agreement	<b>Focus Area:</b> Housing - ACT Agreement Alignment: Proportion of Aboriginal and Torres Strait Islander people among all persons experiencing homelessness in the ACT (Source: Census data,) <b>National Closing the Gap Agreement Alignment:</b> Target 9: Aboriginal and Torres Strait Islander people secure appropriate, affordable housing that is aligned with their priorities and need. <b>Priority Actions:</b> Support new and existing NRSCH registered Aboriginal Community-Controlled Housing Providers Broaden the reach of NRSCH registered Aboriginal Community-Controlled Housing Providers through the provision of transitional housing assets under the Housing Asset Assistance Program.
7. Alignment to the National Agreement on Closing the Gap	By partnering with a NRSCH registered ACCO CHP demonstrating delivery against our commitments under the ACT Agreement and the National Agreement on Closing the Gap, specifically Priority Reform 2: Building the Community-Controlled Sector; Priority Reform 3: Transforming Government Organisations and a shared decision-making focus through joint housing sector strengthening.
8. Rationale for systemic impact and proportionality	The allocation of additional transitional properties can be scaled up in the future subject to more NRSCH ACCO CHPs entering the market. Supporting growth in the ACCO sector through partnerships with current and new Aboriginal Community-Controlled Housing Providers delivers better housing outcomes for the ACT Aboriginal and Torres Strait Islander community.

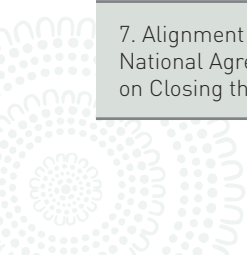




FIELD	DETAILS
9. Evidence of change	Increase in number of transitional properties allocated to Aboriginal Community-Controlled Housing providers. An annual review of the new number of properties provided to NRSCH ACCO CHPs will be tracked to monitor growth.

### 38. Priority Action: Bedroom Entitlements

FIELD	DETAILS
1. Priority action title	Bedroom Entitlements
2. Detailed action description	To investigate, develop and implement a new operational policy to support the allocation and transfer of right-sized Housing ACT properties to Aboriginal and Torres Strait Islander applicants and tenants where additional bedrooms for kinship or family responsibilities have been requested. The policy will capture lived experience and embed an Aboriginal and Torres Strait Islander lens on an existing mainstream policy and increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) public housing.
3. Accountable Directorate(s) and stakeholders	<b>Lead Directorate:</b> Health and Community Services Directorate – Housing ACT to research existing bedroom entitlement processes and issues and undertake a jurisdictional scan of similar policy positions and future asset planning and portfolio implications. This will inform operational policy development. <b>Supporting Directorates:</b> Health and Community Services Directorate – Child, Youth and Family Services to support policy development.
4. Inter-Directorate integration strategy	The proposed policy relates to HCSD only and does not require input from other directorates. Other stakeholders including Aboriginal Service Design, OATSIA and the ACT Aboriginal and Torres Strait Islander Elected Body will be engaged during policy development to ensure operational practice is culturally safe and culturally responsive.
5. Key deliverables and outcomes	<ol style="list-style-type: none"> <li><b>By December 2026:</b> A bedroom entitlement policy which will be implemented by for the allocation or transfer of right-sized Housing ACT properties to Aboriginal or Torres Strait Islander applicants or tenants with kinship care responsibilities. Major deliverables/stages are as follows:</li> <li><b>Q3 (2025-26):</b> research existing bedroom entitlement processes and issues and undertake a jurisdictional scan of similar policy positions</li> <li><b>Q4 (2025-26):</b> waitlist investigation, asset planning and portfolio implications</li> <li><b>Q1 (2026-27):</b> stakeholder consultation to inform policy principles and policy development</li> <li><b>Q2 (2026-27):</b> policy development</li> <li><b>Q3 (2026-27):</b> policy refinement and ministerial/Elected Body agreement</li> <li><b>Q4 (2026-27):</b> policy implementation</li> </ol>
6. Alignment to the ACT Agreement	<b>Focus Area:</b> Housing Outcome: ACT Aboriginal and Torres Strait Islander peoples have equitable access to affordable, secure, and appropriate housing suitable to their needs Indicator: Increase in public housing households living in appropriately sized housing.
7. Alignment to the National Agreement on Closing the Gap	<b>Target 9a:</b> By 2031, increase the proportion of ACT Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent. <b>Priority Reform Three</b> – Transforming Government Organizations





FIELD	DETAILS
8. Rationale for systemic impact and proportionality	This policy will embed a consistent, culturally responsive and safe approach to bedroom entitlement for the allocation and transfer of Housing ACT properties to Aboriginal and Torres Strait Islander applicants and tenants. The impact for Aboriginal and Torres Strait Islander applicants and tenants will be positive as it will provide greater transparency of Housing ACT operations. Importantly, it will increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) public housing.
9. Evidence of change	Following implementation, it is anticipated that there will be a 3% decrease in the number of overcrowded Aboriginal and Torres Strait Islander public housing households in the ACT. ROGS data for 2023-24 at 30 June 2024 shows there were 86 Aboriginal and Torres Strait Islander tenancies living in overcrowded conditions in ACT public housing properties. Using 2023-24 data, reducing this amount by 3% would reduce this number to 53 tenancies, the lowest number since 2021-22 and would form an achievable baseline for future measures.

### 39. Priority Action: Require Cultural Design Reviews for New Public Housing Projects

FIELD	DETAILS
1. Priority action title	Require Cultural Design Reviews for New Public Housing Projects
2. Detailed action description	<p>a) Ensure a proportional number of new public housing developments undergo culturally responsive design reviews led by Aboriginal and Torres Strait Islander community leaders, design team members and advisors.</p> <p>b) Target increased levels of Aboriginal Community Controlled Organisations (ACCOs), Aboriginal and Torres Strait Islander owned businesses and Aboriginal and Torres Strait Islander workforce participation in public housing capital investment across the project lifecycle.</p>
3. Accountable Directorate(s) and stakeholders	<p><b>Lead Directorate:</b> iCBR brings together key development, procurement, delivery, management, housing, leasing and maintenance functions to create sustainable and transformative infrastructure, places and spaces. This positions iCBR as the Territory's leading expert on capital infrastructure, including investment in and implementation of ACT Government infrastructure program and ACT Government property and housing portfolio.</p> <p><b>Supporting directorate:</b> Housing and Community Services Directorate and Chief Minister, Treasury and Economic Development Directorate.</p>
4. Inter-Directorate integration strategy	iCBR will consult with relevant ACT Government partner directorates throughout delivery of this action, including Health and Community Services Directorate and the Housing Coordinator General Office within the Chief Minister, Treasury and Economic Development Directorate.
5. Key deliverables and outcomes	<ol style="list-style-type: none"> <li>From <b>Q2 2026</b> iCBR, with support of relevant ACT Government partner directorates, will partner with Aboriginal and Torres Strait Islander community leaders and design experts to review the Acquisitions Policy to ensure contractors and consultants engaged to support the public housing program are meeting Aboriginal and Torres Strait Islander housing outcomes.</li> <li>b) <b>Q2 2026</b> iCBR will leverage the Pathways Hub and partner with Aboriginal and Torres Strait Islander community leaders and cultural advisors to develop strategies supporting an uplift in Aboriginal and Torres Strait Islander workforce participation across the public housing program.</li> </ol>





FIELD	DETAILS
6. Alignment to the ACT Agreement	<p><b>Focus Areas:</b></p> <p>Cultural Integrity Target 5            Inclusive Community Target 6, Target 7, Target 8            Community Leadership Target 9, Target 10            Economic Participation Target 16            Housing Target 20</p>
7. Alignment to the National Agreement on Closing the Gap	<p><b>Target 9a; Target 9b.</b></p>
8. Rationale for systemic impact and proportionality	<p>This action enables cultural values of the ACT Traditional Custodians, Aboriginal and Torres Strait Islander people to be reflected within the public infrastructure within the ACT and region, providing culturally safe spaces for Aboriginal and Torres Strait Islander communities.</p>
9. Evidence of change	<p>Culturally responsive design reviews are undertaken during the design phase of public housing program developments in the ACT. ACCO, Aboriginal and Torres Strait Islander owned businesses and Aboriginal and Torres Strait Islander workforce participation has increased across the public housing program.</p>

#### 40. Priority Action: Improve Cultural Safety and Supports

FIELD	GUIDANCE FOR COMPLETION
1. Priority action title	Improve Cultural Safety and Supports
2. Detailed action description	Implement trauma-informed, culturally safe touchpoints across Housing, ensuring a “no wrong door” approach for ACT Aboriginal and Torres Strait Islander people.
3. Accountable Directorate(s) and stakeholders	<p><b>Lead Directorate:</b> Health and Community Services</p> <p><b>Supporting Directorates:</b> Elected Body, Aboriginal Service Development (ASD) Branch and Office for Aboriginal and Torres Strait Islander Affairs (OATSIA)</p>
4. Inter-Directorate integration strategy	<p>Establish a formal working group with Elected Body, ASD and OATSIA to develop the following:</p> <ol style="list-style-type: none"> <li>1. role and function of Aboriginal and Torres Strait Islander Liaison Officer/s OR identified positions across Housing ACT</li> <li>2. creation of a duty description to allow for formal recruitment</li> <li>3. convene a recruitment panel consisting of ACT Aboriginal and Torres Strait Islander and Housing ACT representatives</li> </ol>





FIELD	GUIDANCE FOR COMPLETION
5. Key deliverables and outcomes	<ol style="list-style-type: none"><li>1. <b>Q3 25/26 FY:</b> working group established with representatives of key stakeholders</li><li>2. <b>Q4 25/26 FY:</b> co-designed position description with Elected Body, ASD and OATSIA for 2 x Aboriginal Liaison Officers OR identified positions to work across Housing ACT.</li><li>3. <b>Q1 26/27 FY:</b> track improvements across the 5 domains in the CSB Customer Experience survey (customer service, timeliness, respect, knowledge and support). This survey is conducted bi-annually.</li><li>4. <b>Q1 26/27 FY:</b> recruitment activity commenced.</li><li>5. <b>Q2 26/27 FY:</b> recruitment finalised, and positions filled.</li><li>6. <b>Q4 26/27 FY:</b> See an overall improvement of 2% across all domains of each bi-annual survey until we have 'closed the gap' between non-Aboriginal and Torres Strait Islander and Aboriginal and Torres Strait Islander client survey results.</li></ol>
6. Alignment to the ACT Agreement	<p><b>Focus Area: Housing</b></p> <p>Percentage of households in appropriately sized (not overcrowded) public housing dwellings</p> <ul style="list-style-type: none"><li>&gt; Number and percentage of Aboriginal and Torres Strait Islander households in need of housing e.g. on public housing waitlists or seeking emergency/crisis accommodation (new recommendation – Source: Health and Community Services Directorate)</li><li>&gt; Number of public housing tenancies (and residents) with at least one ACT Aboriginal and Torres Strait Islander member (new recommendation – Source: Health and Community Services Directorate)</li><li>&gt; Proportion of social housing tenancies (public and community) allocated to Aboriginal and Torres Strait Islander households (new recommendation – Source: Health and Community Services Directorate)</li><li>&gt; Proportion of such households reporting high housing suitability (aligned with ACT Wellbeing Framework metrics but disaggregated by Aboriginal and Torres Strait Islander status) (new recommendation – Source: Health and Community Services Directorate)</li></ul>
7. Alignment to the National Agreement on Closing the Gap	<p>By 2031, increase the proportion of ACT Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88%</p> <p>Proportion of Aboriginal and Torres Strait Islander households in the ACT that have continuous access to water, power, sewage and waste services (under development)</p>
8. Rationale for systemic impact and proportionality	<p>This action is important as feedback from the Elected Body, community, and formal internal survey results indicates that Housing ACT needs to improve its cultural safety and engagement with Aboriginal and Torres Strait Islander clients. By formalising a working group with direct input and development from key Aboriginal and Torres Strait Islander stakeholders, this will help to address the following:</p> <ol style="list-style-type: none"><li>1. Develop culturally safe engagement and early intervention with Aboriginal and Torres Strait Islander applicants and tenants.</li><li>2. Implement direct feedback into operational practice from the Aboriginal and Torres Strait Islander community.</li><li>3. Inform and influence policy development and reform (e.g. kinship care arrangements).</li><li>4. Improve collaborative practice across Government and Community to support Housing ACT clients.</li><li>5. Support the uplift of cultural capability of all Housing ACT employees and improve their understanding, practice and knowledge regarding working with Aboriginal and Torres Strait Islander clients.</li><li>6. Improve service for Aboriginal and Torres Strait Islander people accessing Housing ACT.</li></ol>
9. Evidence of change	<p>We will know that Housing Assistance has improved its cultural safety and engagement with Aboriginal and Torres Strait Islander clients via the results of the CSB Customer Experience survey results, and a reduction in overcrowding data for Aboriginal tenants.</p>

